

1. If anything was possible, what would your dream job be, and why?

If anything was possible, my dream job would be a lawyer because I want to help those in need people who are not capable to pay for lawyers, especially people that had been accused of crimes without sufficient evidence. It's not hidden to our knowledge that many convicted people are not the real culprits and were just convicted for a long time due to a lack of resources to finance a reliable lawyer until such time that their cases are just buried under a stack of new cases. I would like to be an instrument for those deserving people to be freed and let them be back to their families who have been waiting for their comebacks and be able to prevent innocent people, parents, siblings, children to suffer again just because they don't have the power and the money to defend their selves. Lastly, to be an instrument for justice to be served righteously.

2. Have you ever experienced a stressful situation in your past workplace (college if fresh graduate), what was it and how did you overcome it?

Experiencing stressful situations in my past workplace is inevitable. Not to mention the nature of work which is customer service, which makes me deal with different people every day over the phone. Being in customer service, sometimes makes your customers feel aggravated by something they're requesting but can't be done because of the company's process. It would lead to the shouting and cursing of the customer and would cause me emotional stress sometimes. I usually handle this, by simply breathing in and out while letting the customer vent out. This way, I could also calm my emotions. By doing that, based on my experiences, the customer will just somehow calm down and apologize after they're done venting out. And that's when I'm grabbing the opportunity to give the best resolution for the customer. Also, I'm making sure that on my next calls, I had already moved on from any stressful calls for me to greatly assist my next customers.

3. In your previous position, what task did you find most challenging and why? What task did you enjoy most and why?

In my previous position, I think the most challenging that I can remember was being a person in charge of our team. In my past company, whenever our supervisor is in a meeting, I am being assigned as a person in charge to help my teammates with their queries and processes. I find it most challenging because I'm also an agent and my knowledge is limited and can't be compared to a supervisor's learning and there are questions that I can't confidently answer. Despite it being so challenging, I also find it most enjoyable because I get to share my learning and knowledge with other people. It also somehow gives me more confidence in my job, motivates me more to perform, makes me appreciate myself more, and makes me feel that I am trustworthy. In this way, my determination and perseverance in going to work every day were always high.

4. How would your previous managers/coworkers describe you?

I think, my managers/coworkers would most likely describe me as a by-the-book agent, friendly, helpful, and professional especially when it comes to receiving feedback. I can say by the book because I always abide by the rules and policies of the company and the campaign. I am not fond of taking steps that are against the rules just to please the customers or anyone in the company. As a result, I never had any escalation for not following the process. Friendly and helpful because I always have open hands with whoever is in need so long as it is legal. Things that are not just limited to work but even errands. I also love to get along with my teammates, inside and outside of the office. Lastly, I can say I work professionally because every time I'm being coached and given negative or positive feedback, I always take it with an open heart and mind and make sure that it will be applied on my next calls.

5. What personal or professional accomplishments are you most proud of?

For professional accomplishments, I can't say of anything big yet, as I haven't reached my desired position yet. But for personal accomplishments, I can say I have a few that I was able to accomplish gradually and with the help of my family. The best are the academic accomplishments that my children have attained. It gives me satisfaction on how I am disciplining them and can give me a feeling of accomplishment. Second, we are about to finally own our motorcycle without any remaining balances in just a month. After 3 years of striving hard, one of our goals is almost in our hands. Within this year, I would like to accomplish the renovating of our house but for this month, I am looking forward to adding an accomplishment to my career and that is to be an official employee of Pathcutters to gradually reach all my other goals for the future.